

Qld property crime reports

User guide

CITEC Confirm

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1 Qld property crime reports

1.1 Getting online access

We can provide online access to Qld Police crime reports, for matters involving theft, non-suspicious arson and fraud. This is available to the following approved entities:

- ▶ insurance firms
- ▶ loss adjustors.

Crime reports typically include information under the main headings of complainants, modus operandi, and property items.

Our Qld Police crime reports service also provides access to register and remove subrogation interests or rights online.

If you do not represent one of the approved entities above, we may still be able to obtain a specific police report for you if you have a bona fide interest. For example, you may be a victim of crime who has been asked to produce a police report detailing the crime.

Note: The Queensland Police Service (QPS) grants access individually, and you'll receive a high security user ID and password. Please call the CITEC Confirm Service Centre on [1800 773 773](tel:1800773773) to request an application pack.

The QPS will conduct full security checks on each individual applicant. Applications can take several weeks to process. Once approved, the Service Centre will notify you.

1.2 High security user IDs and passwords

The information in crime reports is confidential, and you may not disclose it to unauthorised persons. High security user IDs provide security to the system and its users.

The QPS must approve each organisation and individual accessing the system before they receive a high security user ID.

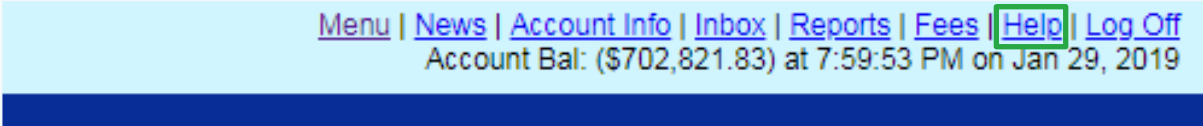
Note: Details of all transactions are automatically recorded and use of this system constitutes consent to security monitoring.

Do not permit anyone to use your high security user ID and password. Always log out of the system after your enquiry and make sure you regularly change your password.

1.3 Search tips

Start searching

Information on ordering all search types is in the following sections of this guide. You can also access Help online, from the header menu on each search screen.



[Menu](#) | [News](#) | [Account Info](#) | [Inbox](#) | [Reports](#) | [Fees](#) | **[Help](#)** | [Log Off](#)
Account Bal: (\$702,821.83) at 7:59:53 PM on Jan 29, 2019

Entering your search criteria

- ▶ When searching a name, incident location, or organisation details, only one result can return. If more than one incident applies to your search criteria, no results will return.
- ▶ The QPRIME number consists of QP followed by the year (2 digits), then the incident number (8 digits), for example QP1912345678.

Audit details

On the property crime report summary screen, you need to provide information for auditing purposes.

The information you enter is stored in the database transaction logs and the QPS may use this for information audits or other purposes.

- ▶ Enter the claim/file number for the search – your reference can be any information that enables you/your organisation to identify your interest in the report, should the QPS audit your use.
- ▶ From the dropdown list, select a reason for conducting the search (for example, involved person, insurer with a bona fide interest).
- ▶ Enter the name of the person that you're representing.

QLD Property Crimes Crime Report Summary

Use the Crime Summary to confirm if this is the required crime report, then complete any required details and click the Order button to proceed.
* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Your Search

Crime Number QP9400213927

Your Results

Crime Summary

Crime Report Number QP9400213927
 CRN 94/531094
 Date/Time 22-May-1994 15:00 to 22-May-1994 17:30
 Reported At CAPALABA STATION
 Occurred in Division CAPALABA
 Class [0711] Burglary, with breaking
 [0711] Burglary, with breaking
 Location 1 SPIRIT DR CAPALABA, QLD 4157

Report Summary

Complainant 1
 Modus Operandi 0
 Property 20

Audit Details

Claim/File Number * eg. File01

Reason For Access *

Representing *

Restricted reports

Some reports are restricted. If you see a restricted message, you can enter the required details to request that the report is sent to you.

Qld Police reviews these requests. If approved, your results will be provided to you by Qld Police.

A report should typically be available within 28 days of being reported to Police. In some circumstances however, it may take longer than 28 days for Police to finalise and release a report.

Charge points are marked

Charge points for searches are indicated by \$ signs on the search buttons. You'll incur a search fee for each transaction when you click on the **\$ Order \$** or **\$ Search \$** button to proceed with your order.

Retrieve your results and order related searches

On the result summary screen, you can:

- ▶ view your results
- ▶ access **Subrogations** to enter interests and rights for the matter.

QLD Property Crimes Crime Report Result Summary

Click the links below to view related documents.

Your Search

Crime Number	QP0700117494
Claim/File Number	20apr2007-ref
Reason For Access	Insurer with a bona fide interest
Representing	x

Your Results

[View Crime Report QP0700117494](#)

[View Search Receipt](#)

Other Related Searches

[Subrogations](#)

View and save your report

Save or print your report immediately after purchase. For security reasons, the report will not be saved in your inbox.

2 Qld property crime reports

2.1 Logging on

View Menu By Product

[View Menu by State](#)

- Land Searches**
 - [ACT Land Searches](#)
 - [NSW Land Searches](#)
 - [NSW Land Tax and Valuation Certificates](#)
 - [NT Land Searches](#)
 - [QLD Contaminated Land Search](#)
 - [QLD Land Searches](#)
 - [QLD Land Tax Certificates](#)
 - [SA Land Searches](#)
 - [TAS Land Searches](#)
 - [Telco Cable Search](#)
 - [VIC Land Searches](#)
 - [WA Land Searches](#)
- Property Conveyancing and Settlements**
 - [National Settlement Services](#)
 - [NSW Conveyancing](#)
 - [QLD Conveyancing](#)
 - [QLD Transport & Main Roads Property Search](#)
 - [VIC Conveyancing](#)
 - [VIC Property Sales History Report](#)
- Manual Services**
 - [National Manual Services](#)
- Corporate and Individual Searches**
 - [ASIC and Business Name Searches](#)
 - [Commercial Enquiries](#)
 - [Bankruptcy Register](#)
 - [PPSR - Personal Property Securities Register](#)
- Vehicle Searches and Lodgements**
 - [QLD Motor Vehicle Register](#)
- Court eFiling**
 - [QCAT - QLD Civil and Administrative Tribunal eFiling](#)
 - [QLD Magistrates Court eFiling](#)
 - [VIC County Court eFiling](#)
 - [VIC Magistrates Court eFiling](#)
 - [Court Filing - Manual Services](#)
 - [QCAT - Neighbourhood Disputes Registry Search \(Tree and Fence\)](#)
- Police Searches**
 - [QLD Property Crime Reports](#)
 - [QLD Traffic Incident Reports](#)
 - [VIC Crime Reports](#)

1. From the Main Menu, under Police Searches, select **QLD Property Crime Reports**. The high security login screen will display:

2. Enter your high security user ID and password and click **Login**.

QLD Property Crime Reports - WARNING

Access to and use of information on this system is for authorised users and for authorised purposes only. **All access is audited.**

By accessing or using this system you are representing that you are an authorised user. You are NOT authorised to access information for personal reasons. You are only authorised to access information that relates to a property crime where you are an authorised representative of an involved party of the relevant property crime or an insurer with a bona fide interest in the property crime to which the access relates.

At no time is a SecureId and Password to be used by anyone other than the applicant it is originally issued for. DO NOT share your SecureId with anyone. DO NOT attempt to access the system using a SecureId that was not created specifically for you.

Inappropriate use of this system is a criminal offence (Computer Hacking) under section 408E of the *Criminal Code 1899* (Qld) and may result in a charge which carries a maximum penalty ranging from **2 years to 10 years imprisonment** subject to circumstances of aggravation.

SecureId

Password

[Having trouble logging in?](#)





Don't have access? Contact our Customer Service Centre during business hours on 1800 773 773 for information on how to apply.

Note: You'll be automatically locked out of QLD Property Crime Reports if you incorrectly enter your high security password more than 3 times.

If you've forgotten your password, click **Having trouble logging in?** and provide your contact details to have your password reset – our Service Centre will contact you.

3. The QLD Property Crimes Menu will display. Select the link you require.

QLD Property Crimes Menu

-  [Crime Report](#)
-   [Subrogations](#)
-   [Notifications](#)

2.2 Searching for a report

A property crime report contains applicable information under the following standard headings:

- ▶ **Complainant(s)** – a party (person) who makes a complaint or who files a formal charge.
- ▶ **Modus Operandi** – a method of operating or functioning.
- ▶ **Property Items** – items of property listed in a crime report, such as vehicle, vehicle plate, general property, or bicycle.

On the search details input screen, you have four options:

1. police reference number
2. person name
3. incident location
4. organisation details.

2.3 Search by police reference number

1. Enter the crime number in the relevant field, then click **Search** to proceed to the report summary screen.

Note: When searching on a crime number, enter no other search criteria.

QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.
 For date searches either Name Details, Incident Location or Organisation Details must also be entered.
* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Crime Number * eg. QP0600000123 or 93/139

OR

Search Criteria *Enter enough detail to ensure an exact match.*

Search By Person Name Incident Location Organisation Details

Date Range * * eg. 23052007

Surname *

Given Name

Second Name

2. Use the report summary to confirm the report details. To proceed to order the report, enter the audit details and click **\$ Order \$**.
3. The result summary will appear. Under ‘Your Results’, click **View Crime Report** to display the report.
4. Save or print your report and close the window to return to the result summary screen.

2.4 Search by person name

1. Enter the date range, complete the name fields and click **Search**.

Note: When entering a surname, we recommend you enter a given name to narrow your search.

QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.

For date searches either Name Details, Incident Location or Organisation Details must also be entered.

* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Crime Number * eg. QP0600000123 or 93/139

OR

Search Criteria	<i>Enter enough detail to ensure an exact match.</i>
Search By	<input checked="" type="radio"/> Person Name <input type="radio"/> Incident Location <input type="radio"/> Organisation Details
Date Range	<input type="text"/> * <input type="text"/> * eg. 23052007
Surname	<input type="text"/> *
Given Name	<input type="text"/>
Second Name	<input type="text"/>

Clear All

Search

2. Use the report summary to confirm the details. To proceed to order the report, enter the audit details and click **\$ Order \$**.
3. The result summary will appear. Under ‘Your Results’, click **View Crime Report** to display the report.
4. Save or print your report and close the window to return to the result summary screen.

2.5 Search by incident location

1. Enter the date range, street name, suburb/town, state, postcode and click **Search**.

QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.
 For date searches either Name Details, Incident Location or Organisation Details must also be entered.
* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Crime Number * eg. QP0600000123 or 93/139

OR

Search Criteria *Enter enough detail to ensure an exact match.*

Search By Person Name Incident Location Organisation Details

Date Range * * eg. 23052007

Street Name * eg. Sesame

Suburb/Town * [Select Suburb](#)
Enter at least the first three (3) letters of the suburb then click Select Suburb

2. Use the report summary to confirm the report details. To proceed to order the report, enter the audit details and click **\$ Order \$**.
3. The result summary will appear. Under 'Your Results', click **View Crime Report** to display the report.
4. Save or print your report and close the window to return to the result summary screen.

2.6 Search by organisation details

1. Enter the date range, organisation name and click **Search**.

QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.

For date searches either Name Details, Incident Location or Organisation Details must also be entered.

* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Crime Number * eg. QP0600000123 or 93/139

OR

Search Criteria *Enter enough detail to ensure an exact match.*

Search By Person Name Incident Location Organisation Details

Date Range * * eg. 23052007

Organisation *

Clear All

Search

2. Use the report summary to confirm the details. To proceed to order the report, enter the audit details and click **\$ Order \$**.
3. The result summary will appear. Under 'Your Results', click **View Crime Report** to display the report.
4. Save or print your report and close the window to return to the result summary screen.

3 Subrogations

Subrogation refers to when an insurer, having settled an insurance claim for lost/stolen property, becomes entitled to own the property should it be recovered.

Rights and interests

A subrogation interest is a link recorded in the Qld property crime reports system between an insurance company and a crime incident property item. This interest indicates that the QPS should electronically notify the insurance company if:

- ▶ a property item is recovered
- ▶ crime is solved.

Any number of insurance companies can record an interest in an item related to an incident. They can remove an interest to indicate that they no longer need notifications.

Only one insurance company can record a current right for an item related to an incident. They can remove a right to indicate that they withdraw their claim.

1. To manage your subrogations, in the input details screen, enter the claim/file and the crime number. Then, click **Search**.

QLD Property Crimes Subrogations

Enter required details and click Search to view the Crime Summary and available Subrogation Actions.
* denotes mandatory fields and * denotes conditional fields. Please refer to help for further information.

Claim/File Number	<input type="text"/>	* eg. File01
Crime Number	<input type="text"/>	* eg. QP0612345678 or 93/139

2. The subrogations summary will now appear.

QLD Property Crimes Subrogations Summary

Confirm this is the required incident then complete the Subrogation Actions. You can use the Print button to view a printable version of your final results.

Note: ■ denotes mandatory fields and ■ denotes conditional fields. Please refer to help for further information.

Your Search

Claim/File Number	123456/07
Crime Number	GP0700075319

Your Results

[Print](#)

Crime Summary

Crime Report Number	GP0700075319
Date/Time	02-Feb-2006 00:00 to 03-Feb-2006 00:00
Reported At	BELL STATION
Occurred in Division	
Class	
Complainant	CITEC, OLAVO CRISCORPK, CRISCORPK
Location	CITEC.ADDR30 3 GRAND AVE QLD 4134
Crime Report Number	GP0700075319
Date/Time	02-Feb-2006 00:00 to 03-Feb-2006 00:00
Reported At	BELL STATION
Occurred in Division	
Class	
Complainant	CITEC, OLAVO CRISCORPK, CRISCORPK
Location	CITEC.ADDR30 3 GRAND AVE QLD 4134

a) To add interests or rights to all property items related to an incident, under 'Subrogations Actions', click either:

- ▶ **Add All Interests**
- ▶ **Add All Rights.**

Note: You can only add a right if no other insurance company has an existing right. Adding a right automatically adds an interest in the crime.

Subrogation Actions

Add a subrogation interest or right to all property items listed, or to individual property items. Use the '+' icon to view current subrogation details for each item.

Note:
 A **subrogation right** indicates that the Insurance Company has claimed legal ownership of a property item.
 A **subrogation interest** indicates that an insurance company has an interest in a property item and is to be notified if the item is recovered or if the crime is solved.

[Add All Interests](#) [Add All Rights](#)

+ **Stolen** Building materials, Window XXPROPG PROP1

b) To add or remove a right and/or an interest for individual property items, click **+** next to that property item. This will display details of any existing interest or rights. Click the buttons to:

- ▶ add or remove a right
- ▶ add or remove an interest.

+ **Stolen** Building materials, Window XXPROPG PROP1

[Remove Interest](#) [Add Right](#)

Subrogation Type	Subrogation By	Date Expired	Claim/File Number
INTEREST	TESTUSER	24-May-2007	aw
INTEREST	TESTUSER		ajw1

3. When you have completed your subrogation actions, click **Print** to generate.

4 Notifications

If you have registered a subrogation interest in a crime or property item, you can use Notifications to view any new information concerning property recovery or solved crime.

QLD Property Crimes Notifications

Your account has 2 current notifications of solved crimes or recovered property.
 Enter Your Reference and click Search to retrieve these notifications.

Your Reference eg. Client02

In the input screen, you'll see how many current notifications about solved crimes or recovered property that your entire account has.

Note: If you have no notifications, you won't see the input field or **\$Search\$** button.

1. To view the notifications summary, enter your reference and click **\$Search\$**. Your account will incur a charge at this point.
2. The notifications summary will now appear.

QLD Property Crimes Notifications Summary

This is a list of notifications for solved crimes or recovered property for which you currently have an interest. Use the '+' icon to action the notification by ordering an updated crime report and removing property/crime interests (notifications).

Your Results

Print

Note: 'Crime Solved' implies an arrest has been made and restitution claims can be filed.
 Search Receipt [View Search Receipt](#)

+ QP0700094915

 Crime Solved **Yes** Property Items Recovered 3

3. To view details of individual property items, click + next to each one. This will display more details and buttons to perform various actions.

+ QP0700199929

 Crime Solved **Yes** Property Items Recovered 3

Order Updated Crime Report

Remove Crime Interest

Remove Recovered Property Interests

Crime Summary

Crime Report Number QP0700199929
 Date/Time 31-Jul-2007 22:30 to 01-Aug-2007 06:00
 Reported At RUNAWAY BAY STATION
 Occurred in Division RUNAWAY BAY
 Class [0711] Burglary, with breaking
 Complainant FARRAR, GREGORY THOMAS NORMAN
 Location 1001 ROSEBANK WAY HOPE ISLAND, QLD 4212

Crime Status Finalised

Recovered Property

Property Class	Property Type	Claim Number(s)
General Property	Vehicle/watercraft/aircraft parts etc	Client 1
Animal	Dog	Client 1

- a) Click **Remove Recovered Property Interest** or **Remove Crime Interests** to remove any interests.
- b) Click **Order Updated Crime Report** to retrieve an updated crime report for a reduced follow-up fee. The updated crime report will contain the location of any recovered property.